



# FACILITY SERVICES PROPOSAL



508 Prudential Road – Suite 100, Horsham, PA 19044

Interstate Corporation

partnering with

## TOWN OF ARLINGTON

730 Massachusetts Avenue  
Arlington, MA 02476

RE: Bid No. 21-26; Cleaning Service for Ottoson Middle School,  
Arlington High School



Successfully partnering with  
our clients since 1988

Corporate Office # - 215-675-8500  
Toll Free # - 1-855-498-6333  
Corporate Fax # - 267-803-0136

PRESENTED BY: CHRIS LUTHER AND LAUREN WELLER

MAY 17, 2021



508 Prudential Road – Suite 100, Horsham, PA 19044

Office: 215-675-8500 • Fax: 267-803-0136

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**LEADING THE WAY IN COMMERCIAL JANITORIAL SERVICES**  
508 Prudential Road, Suite 100, Horsham, PA 19044  
215-675-8500 • Fax: 267-803-0136

May 17, 2021

Adam Chapdelaine  
**TOWN OF ARLINGTON**  
730 Massachusetts Avenue  
Arlington, MA 02476

**RE: Bid No. 21-26; Cleaning Service for Ottoson Middle School, Arlington High School**

Dear Adam:

Interstate greatly appreciates the opportunity to submit our facility services proposal to your organization. We recognize the importance of your facility and are fully aware of the impact that a well-run, professional janitorial service program has upon you, your staff, your students and visitors.

As a result, Interstate's focal points for success include owner support, a dedicated site manager and supervision, quality assurance representation, 24/7 emergency service, experienced Floor Care Technicians, absentee staffing and much more. As you read through this proposal, you will learn more about what Interstate has to offer.

Because of our extensive experience cleaning facilities similar to yours, we are convinced that all of our goals for your building maintenance program will exceed your expectations.

Thank you for allowing Interstate to learn more about your facility and its needs. We look forward to becoming a trusted and valued partner in improving and maintaining the appearance of your buildings.

Sincerely,

*Chris Luther*

Chris Luther  
Vice President of Sales

*Lauren Weller*

Lauren Weller  
Business Development Manager

CL/LW/ka

# COMPANY PROFILE

Interstate is a **full-service** commercial janitorial company which specializes in servicing many class "A" facilities, schools, hospitals, distribution centers, and corporate headquarters throughout The United States. Based in Horsham, PA, Interstate is **not a franchise** and has been in business for over **32 years**. The owner and founder is still involved in the day-to-day activities.



Interstate's operating principles are simple. We have been successful in hiring a local, mature, and personable staff in each area we service, putting people in your community to work. We have a three-step hiring process with focus and emphasis on **site supervision**. We provide comprehensive training and safety programs with advancement and career opportunities for service-minded people. Interstate operates at high staffing levels and less profit margin, giving the client **good value** with **noticeable improvements**. This has helped us build **strong customer loyalty** throughout the years.

We truly believe our product is our people, that's why our employees come first. When we take care of them, we know they'll take good care of you. Our talented

staff, all of whom must pass a criminal background check before hiring, are very accessible in the event that you may require emergency services. Interstate's employees take pride in representing Interstate and are easily recognizable in their company uniforms. With our "Work Happy" philosophy, our staff work hard to create the results our clients expect.

***In addition to daily maintenance programs, our services include, but are not limited to:***

- Carpet shampooing/extraction
- Construction Cleanup
- Hard surface/tile floor care
- 24/7 Emergency Restoration
- Restroom detailing services
- Consulting services
- Window cleaning
- Day Porter services
- Raised computer room floor specialists
- Furniture/upholstery cleaning
- Discount for multi-site locations
- Maintenance & temporary staffing



## Our Culture: Investing in Our People

- Employee Recognition
- Safety Training
- Maintenance Training
- Specialized Training
- Hospitality Training

**Interstate provides the right tools for the right tasks**



# ORGANIZATIONAL CHART: EXECUTIVE TEAM

Interstate's Executive Management Team has over 100 years of combined experience in the facilities services industry.



# EMERGENCY RESPONSE TEAM

When the unexpected happens, Interstate will respond quickly and effectively to solve the problem!



<b>Robert Weller</b> Chief Executive Officer	215-850-4070 <a href="mailto:bweller@interstatemaintenance.com">bweller@interstatemaintenance.com</a>
<b>Kevin Weller</b> Executive Director of Operations	215-519-7459 <a href="mailto:kweller@interstatemaintenance.com">kweller@interstatemaintenance.com</a>
<b>Rachel Weller</b> Chief Operating Officer	215-850-4072 <a href="mailto:rweller@interstatemaintenance.com">rweller@interstatemaintenance.com</a>
<b>Bonnie Shane</b> Executive Director of Administration	215-675-8500 <a href="mailto:bshane@interstatemaintenance.com">bshane@interstatemaintenance.com</a>
<b>Chris Luther</b> Vice President of Sales	412-606-4874 <a href="mailto:cluther@interstatemaintenance.com">cluther@interstatemaintenance.com</a>

## CALL US ANYTIME



**CORPORATE OFFICE**  
508 PRUDENTIAL ROAD, SUITE 100  
HORSHAM, PA 19044  
**PHONE:** (215) 675-8500  
**FAX:** (267) 803-0136  
**PHONE:** (855) 498-6333

**EMAIL:** [manager@interstatemaintenance.com](mailto:manager@interstatemaintenance.com)

# INTERSTATE OPERATIONS PLAN AND POLICIES

**1. Quality Control Procedures.** We ask each cleaner to take ownership of their areas. Site inspections by an experience site supervisor, area management support and supervision on a consistent basis provide the basis of our Quality Control. As part of our partnership program, our quality assurance program consists of both regular visits as well as unscheduled visits to each facility.

**2. Accountability.** In our 30 year history, Interstate has always provided quality services to our customers, their employees, and visitors. As part of our partnership program, we have an e-mail system which allows us to immediately respond to any questions and concerns. Our operation manager overseeing your account will be in direct communication with the cleaners to ensure your facilities needs are addressed.

**3. Emergency Cleaning Procedures.** Interstate will provide your employees with five (5) emergency numbers including our company owner's cell phone number. Our staff is available to you by phone 24/7/365.

**4. Training Plans and Procedures.** Our training program includes:

- On-site training
- Safety training programs
- Distributor specialist training
- Specialized training catered to the facility type

**5. Green Cleaning and LEED Certification.** Our clients seeking green cleaning and Leadership in Energy and Environmental Design (LEED) certifications can rely on Interstate. We do not charge a premium for it; we provide it as part of the standard contract to satisfy our clients' needs.



**6. Security Plans and Procedures.**

- A full national background check is completed on all employees. An Area Manager will oversee our staff to ensure safety and quality of workmanship.
- Interstate company policy is to not open a door or allow any non-Interstate employee into the building at any time.

**7. Uniforms.** All Interstate team members are issued company shirts which consist of a navy-blue shirt with the Interstate logo on the left breast and "WORK HAPPY" on the sleeve. The Interstate team is proud to partner with our clients and fulfill their facility's needs. Interstate face masks are now also included as part of our standard uniform.



# INTERSTATE SAFETY PROGRAM

## Our qualified staff cleans faster, smarter and safer

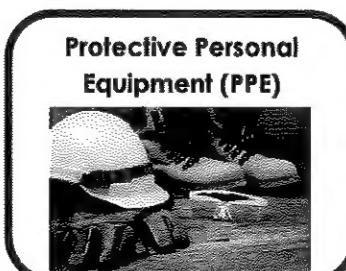
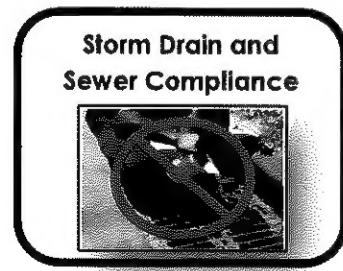
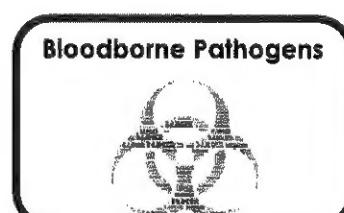
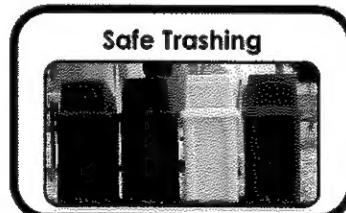
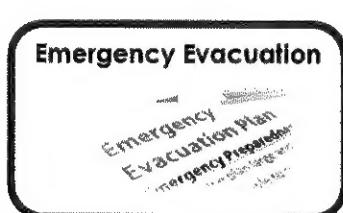
All Interstate employees are required to go through general safety training and job-specific training based on the facility where they are assigned. Special consideration of the health and safety of people around our staff members, such as building occupants and visitors, is not only stressed, it is mandatory. Our training emphasizes how our employees' performance and actions directly impact the health, safety, and experience of the building occupants and visitors.

For the protection of your employees, tenants, and visitors, Interstate employees are trained to follow OSHA requirements and are responsible for reporting any unsafe conditions to a building representative. Our full-time, expert Safety and Training Coordinator manages a robust safety program designed to meet OSHA standards for the Workplace Safety and Health Program. Additionally, Interstate is one of the select janitorial companies headquartered in Pennsylvania with direct insurance company safety training. We are certified by the Department of Labor's PA Workplace Safety Committee.

### Interstate's Safety and Training Coordinator:

Studies have repeatedly shown that regular safety training improves morale, reduces accidents and injuries, and lowers liability incidents for employers and for customers.

- Provides a monthly training topic to Account Managers and tracks compliance
- Performs safety inspections and audits
- Monitors employee behavior
- Responds to customer, employee and company concerns
- Investigates accidents and manages information for OSHA reporting



*Custom safety training and protocols can be provided, upon request, for sites with specific safety or training concerns.*

# INTERSTATE QUALITY ASSURANCE PROGRAM

The staff and management of Interstate are committed to the consistent provision of quality services that will satisfy the needs and expectations of our customers by continual improvement of the Quality Management System and conformance to the customer's standards and requirements.

## Management commitment and quality of leadership:

The Executives and Senior Managers of Interstate will demonstrate the knowledge and unwavering commitment to produce a quality management team, a professional workforce, and a culture that expects professional quality of service and personal integrity from each and every person every day.

## Current Objectives:

Interstate believes that a good relationship with each client is the most important reflection of quality.

We develop this relationship over time through:

- Excellent communication with our customers using various means. Customers can call, email or text during business hours, and have site managers and Supervisors available after business hours.
- 24/7 emergency services ensure that we will not leave our customers to face an unusual situation alone.
- Personal service for each customer. We will not treat people like contracts.
- Quality service to every customer every time we enter the property.

## Gathering Quality and Customer Satisfaction Data:

A process that culminates in improvement needs input from every party involved.

We measure input through:

- Customer Satisfaction Surveys
- Quality Audits and Inspections
- Joint Audits
- Non-conformance incidents
- Customer or third-party validation

## Safety and Training:

We are committed to the improvement of service and safety through regular and periodic training of employees and managers.

- Management training 6 times per year
- Monthly safety training of front-line employees
- Work Instruction review/revision
- Timely incident/near miss investigation

## **The Quality Process:**

**Our Quality Process begins and ends with the customer.**

Our Quality Procedures include:

- Quality Audits
- Customer feedback
- Corrective action
- Preventative action
- Improvement

## **Quality Plan:**

**Quality work is a design with a plan.**

- Transition Planning
- Higher frequency of audits at start-up
- Management/customer check-in frequency is elevated for the first 6 months
- A site team is built to reduce turnover and improve all processes
- Regular QA audits
- Revisiting work instructions for efficiency and quality improvements

## **Quality is measured and documented:**

**Documents are tailored to meet the customer's needs and expectations, and reflect regulatory compliance whenever appropriate.**

- Inspections
- Check lists
- GMP Documentation
- Work validation in Healthcare (if applicable)
- Customer complaint tracking and corrective action (if applicable)
- Adherence to any regulatory activities that the customer is subject to



# INTERSTATE SPECIALIZES IN SCHOOLS

*Clearly understanding Educational Facility needs*

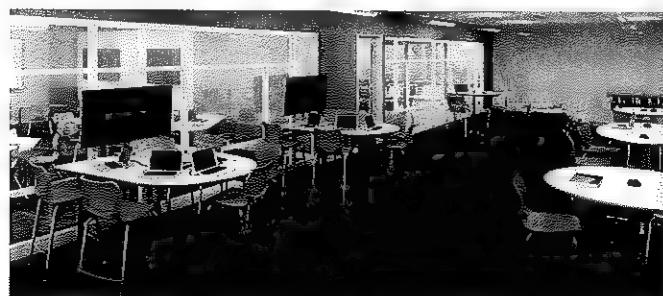
**The fast-paced environment of schools presents unique challenges:**

- High turnover in cleaning staff
- Providing consistent cleanliness
- Maintaining a safe environment
- Student absenteeism
- Cross-contamination

**Interstate knows how to overcome and excel at these challenges.**

**We recognize the complexity of your facilities and excel by:**

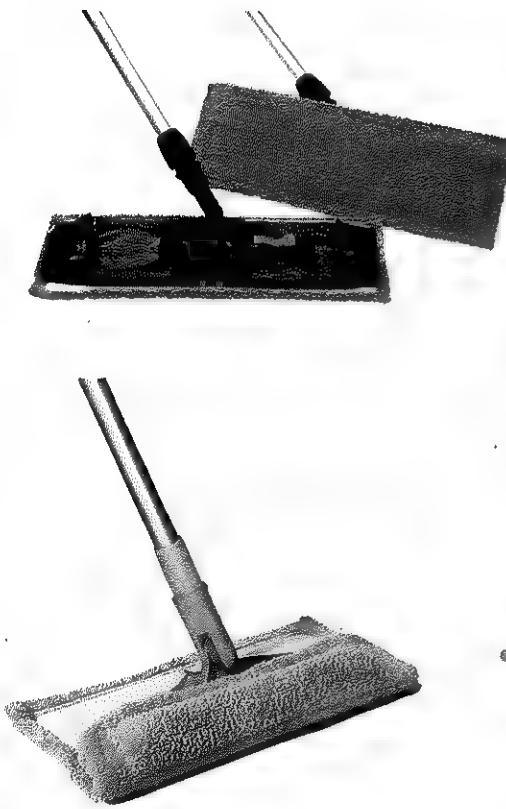
- Interstate will provide a clean, healthy learning environment and contribute to your educational mission
- Custom floor care program that will increase the life of your floor covering and make a great first impression
- Cross-trained staffing
- Color-coded cleaning system to prevent cross-contamination
- Interstate has the knowledge, methods, and proven strategies to create a clean, healthy environment for student learning and achievement
- We not only partner with the school district, we partner with the community in which it serves



# INTERSTATE'S COLOR-CODED MOP SYSTEM

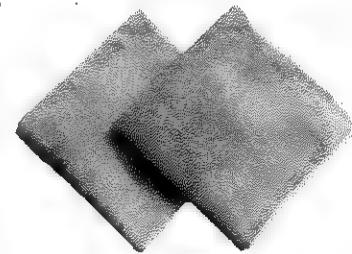
## *Avoid cross-contamination*

**Interstate's color-coded system removes chances of cross-contamination with our two-color cleaning process:**



All **blue** cleaning supplies are  
**only** used in **bathrooms**

All **green** cleaning supplies are  
for **general use**



The thought of having bathroom germs enter the kitchen or other areas is disturbing.

Relieve those fears with Interstate's proven color-coded system.

# INTERSTATE SAMPLE BUILDING INSPECTION

Building \_\_\_\_\_ Manager \_\_\_\_\_ Date \_\_\_\_\_

**E = Excellent** – Performance exceeds and never falls short of Interstate standards for specifications at this location.

**VG = Very Good** – Performance is above the Interstate standards for specifications at this location.

**G = Good, To Standard** – Performance meets Interstate standards for specifications at this location

**F = Fair, Below Standard** - Performance is below the Interstate standards for specifications at this location.

**P = Poor** – Performance is Unacceptable

TOTALS	5	4	3	2	1
Areas	Excellent	Very Good	Good	Fair	Poor
Entrance					
Lobby					
Elevators					
Stairwells					
Detail Dusting					
Break rooms/Coffee Centers					
Restrooms					
Conference Rooms					
Other Floors					
Detail Cleaning					
Equipment/Janitor Closet					
Total # of Checks	X 5 = _____	X 4 = _____	X 3 = _____	X 2 = _____	X 1 = _____

1. Total of the Columns =

2. Divide Total by # of Areas Rated =

3. OVERALL RATING = (#1 divided by #2)

5 = Excellent (Exceeds Standards) (4.1 – 5.0)

4 = Very Good (Above Standards) (3.1 – 4.0)

3 = Good (To Standards) (2.1 – 3.0)

2 = Fair, (Below Standards) (1.1 – 2.0)

1 = Poor (0 – 1.0)

## Comments:


## Floor Work/ Quotes Requested:


# MONTHLY INVESTMENT

The Monthly Investment for services described herein according to **TOWN OF ARLINGTON** and **INTERSTATE'S** terms, conditions and specifications will be **\$33,475.00 per month**, plus applicable sales tax as listed below. If the Client is sales tax exempt, proof of exemption must be provided prior to the start of the contract.

1. **Proof of Exemption.** A tax-exempt certificate must be submitted at the effective date of the Agreement. Should tax exempt paperwork arrive delayed and after Interstate has paid taxes on behalf of the Client, the Client will remain responsible for the expenses.
2. **Background Checks.** Any costs incurred by Interstate, above standard background checks, will be billed back to the Client. Any clearance policies enforced by the customer will be billed back to the Client at an additional cost.
3. **Monthly and Annual Costs.** It is recognized that business days fluctuate each month for the duration of a year. As a result, our pricing is broken down from an annual rate to an equal, fixed monthly rate. The monthly rate will not increase or decrease based on business days per month, holidays, closings, shut-downs, short-term reduced occupancies, etc.
4. **Holidays.** Interstate's pricing observes the following holidays as non-working days: New Year's Day, Memorial Day, The Fourth of July, Labor Day, Thanksgiving, and Christmas. If cleaning is needed on these holidays and requested by the Client, services for holiday cleaning will be billed back to the Client as an additional charge.
5. **School Program.** This School Janitorial Program is priced as a twelve-month program. During the summer months (July-August) the monthly rate is billed at the same cost regardless of building occupancy.

## ADDITIONAL SERVICES

Please see Section XIII for details on Additional Services.

## CLEANING TIME AND FREQUENCY

All services will be performed on a five-day per week basis, between 3:00-11:00 P.M. Monday through Friday unless otherwise agreed to by Client and Interstate, or if the building is closed.

**This page is a duplicate of section XII of the Agreement for your convenience**

## INTERSTATE FACILITY SERVICES AGREEMENT

This janitorial Agreement for services is made effective as of \_\_\_\_\_, by and between **TOWN OF ARLINGTON** ("Client") of 730 Massachusetts Avenue, MA, 02476 and **Interstate Corporation** ("Interstate") of 508 Prudential Road, Suite 100, Horsham, PA 19044.

WHEREAS, Client is hiring Interstate to perform janitorial services for Client. WHEREAS, Interstate is agreeable to provide such janitorial services to Client on the terms and conditions set out in this Agreement.

NOW THEREFORE, the Client and Interstate agree as follows:

### I. DESCRIPTION OF SERVICES

Beginning on \_\_\_\_\_ ("Start Date"), Interstate will provide to Client the janitorial services as described in the Specifications provided by Client ("Exhibit 1"). Exceptions to services are set forth in Section XII herein and listed in Section XIII and can be added upon request.

All services included in this Agreement will be completed at Ottoson Middle School, 63 Action Street and Arlington High School, 869 Massachusetts Avenue.

### II. TERM OF AGREEMENT

Subject to the provisions contained within this Agreement, the term of this Agreement is one (1) year from Start Date. Unless terminated in writing upon thirty (30) days prior to the expiration of the Term, or sooner as provided for herein, this Agreement shall renew. The same terms and conditions will apply until this Agreement is terminated, extended in writing, or unless Interstate sends an Agreement renewal at the end of year one (1).

### III. GENERAL CONDITIONS

- A. **Equipment and Supplies.** Interstate will furnish all equipment and supplies in the provision of services described in Exhibit 1 unless otherwise stated under Section XII "Monthly Investment." Interstate proposes to utilize all new equipment. All equipment shall be maintained properly and kept in clean condition. Safety Data Sheets will be maintained by Interstate listing all chemicals used in the cleaning process. When applicable, Interstate will furnish all necessary safety equipment and protective devices necessary for the safety of all building occupants and property of Client.
- B. **Changes to Specifications.** Any changes or revisions to these specifications that may be desired or required by Client or suggested by Interstate will be reviewed and confirmed in writing and agreed upon by both parties, thereby being made a part of this Agreement.
- C. **Safety Precaution Program.** Interstate requests that Client notify all their personnel with access to the building to adhere to various safety signs (e.g. restroom closed, wet floor) in order to avoid and prevent any potential accidents.
- D. **Agreement Condition.** This Agreement will be extended on the same terms and conditions set forth herein unless thirty (30) days written notice of termination is supplied. Any changing conditions (i.e. price of service) will be provided in writing on an annual basis unless otherwise stated under Section II.
- E. **Effective Dates.** In the event that Client/Interstate commences the work hereby contracted prior to signing this Agreement, the parties hereby agree, and intend, to be legally bound, that all terms and conditions of this Agreement shall be deemed to have been in effect prior to and during the course of the work performed.
- F. **Health Disclosure.** Interstate cannot be held liable for illnesses or health complications contracted within the facility. Interstate's services do not guarantee COVID-19 or other bacteria and virus protection.

#### **IV. STAFFING**

Interstate agrees to hire individuals who have successfully passed background checks and participated in Interstate's Safety and Training Programs. Both parties, including its affiliates, agree they will refrain from directly or indirectly soliciting or hiring any employee of the other party to work for it in any job classification for two (2) years after the employee has either voluntarily or involuntarily terminated his/her employment with the other party unless mutually agreed to in writing. If either party violates this agreement, the other party will be entitled to compensatory damages equal to three months average earnings per employee as well as attorney fees and court costs.

#### **V. PAYMENT TERMS**

The Client agrees to pay Interstate the full amount for services completed each month as shown under this Section, as well as any additional authorized services. Invoices will be issued on the first (1<sup>st</sup>) day of each month for the current month of service.

- A. Invoices.** Invoices for services rendered under the terms of this Agreement are net thirty (30) days. Should a situation arise where payment for services is not received within the specified time period, Interstate holds the right to suspend services until all services to date has been settled in full. Interstate accepts check or ACH payments only.
- B. Late Fees.** A one and one-half percent (1.5%) late fee will be applied thirty (30) days after the date from which payment was due.
- C. Client Notice of Changes.** The Client is responsible for providing written notice to the office of any changes regarding square footage and/or cleanable area. Any changes not submitted in writing prior to the end of the month in which they occur will not be reflected in the following month's billing. No billing adjustments can be made retroactive after a period of thirty (30) days. Interstate holds the right to bill retroactively if changes in square footage and cleanable area are not reported immediately.
- D. Interstate Notice of Changes.** It is expressly agreed that the total minimum sum stated in Section XII "Monthly Investment" may be increased annually by a percentage amount not to exceed the annual increase of the Consumer Price Index, or in the event of an increase in any applicable federal, state or local minimum wage, or other wage required by law. Notices will be sent to the Client in writing no less than thirty (30) days prior to the change(s) going into effect.

#### **VI. TERMINATION**

Either party can terminate the Agreement with thirty (30) days written notice. Either party, for any reason, may initiate this termination at any time whatsoever, if the specified date of termination is at least thirty (30) days from the date that notice was provided in writing to Interstate's corporate office stating that the Agreement will be terminated. Interstate reserves the right to terminate the Agreement immediately due to delinquent payments or a change in the client's financial position. If Interstate hires a third party and/or needs to collect past due amounts; client is responsible for all legal fees and expenses.

#### **VII. COMPLIANCE**

Interstate complies with the Equal Employment Opportunity requirements stipulated in Executive Order 11246 as amended by Executive Order 11375.

#### **VIII. SALES TAX**

Client is responsible for paying sales tax as listed under Section XII and as shown on all invoicing sent to Client by Interstate. If Client is tax-exempt, Client is responsible for providing documentation of the Tax Exemption Certificate to Interstate prior to the start of services. If Client fails to provide such documentation to Interstate, Client will be responsible for paying all taxes listed on invoices.

## **IX. INSURANCE**

Interstate agrees to carry and maintain insurance coverage with a reputable "A" rated insurance company during the term of this Agreement. All policies are to protect Interstate and Client, including at least and in amounts not less than the following in connection with the Services to be performed under this Agreement:

- A. General Commercial Liability/Aggregate - \$3,000,000.00
- B. Per Occurrence - \$1,000,000.00
- C. Personal Injury Liability - \$1,000,000.00
- D. Automobile Liability - \$1,000,000.00
- E. Excess/Umbrella Liability - \$5,000,000.00
- F. Workers Compensation - \$500,000.00
- G. Bonded - \$1,000,000.00

Insurance certificates will be furnished at the start of services. Recognizing the particular nature of the rendered services, and requirements of Interstate and its carriers, Client agrees that any claims for damages, which might be made, must be submitted in writing to Interstate within ten (10) days from the date of loss or damage. All claims must include receipts of monetary value when applicable. All claims must be detailed in nature. Unless Interstate is notified in this manner, the claim will not be honored.

## **X. INDEMNIFICATION**

Each Party will indemnify and hold the other Party, its subsidiaries and affiliated companies, and their respective directors, officers and employees, harmless from any third party liability (including reasonable attorneys' fees and court costs) by reason of the negligent acts or omissions of the indemnifying Party, its employees or agents; provided, that this Section will not apply if the occurrence for which the Party seeking indemnification hereunder was caused by such Party's negligence. This Section will not operate to waive either Party's rights under any worker's compensation act, disability benefits act, or other employee benefits acts, whether in tort, contract, or otherwise.

In addition, the Client shall indemnify and hold harmless Interstate, its subsidiaries and affiliated companies, and their respective directors, officers and employees, against the following:

- A. **Present Building conditions.** Liability related to, or arising out of, any defective condition or the presence of Hazardous Substances or Pre-Existing Conditions on the Facility(ies) or the claimed or actual release or threatened release or disposal of Hazardous Substances from or at the Facility(ies), to the extent not caused by the willful misconduct or negligent acts or omissions of Interstate, its employees or subcontractors, including, without limitation, fines, penalties, clean-up costs, or costs of other environmental remediation measures
- B. **Compliance.** Liability arising from the Client's failure to comply with all applicable laws, codes, regulations, ordinances or statutory requirements of any governmental authority having jurisdiction over the Agreement or the Facilities
- C. **Loss Claims.** Each Party agrees to provide the other Party with prompt written notice within ten (10) days of all losses or claims for which it will seek indemnity under this Agreement. Each Party agrees not to incur any cost or expense with respect to any loss or claim for which it seeks indemnity under this Section without the other Party's prior written approval; provided, however, that the foregoing shall not apply if the other Party has in writing rejected, denied or otherwise declined the indemnification request with respect to such loss or claim. Each Party agrees to cooperate fully with the other Party in the investigation, defense and settlement of all such losses and claims. All claims must include receipts of a monetary value when applicable.

## XI. RELATIONSHIP OF PARTIES

Nothing in the Agreement shall be construed to make either party the legal representative or agent of the other party, nor shall either party have the right or authority to assume, create or incur any liability or any obligation of any kind, either expressed or implied, in the name of or on behalf of the other party. The relationship created by the Agreement shall be that of Independent Contractor, not employer/employee, joint venture, agent or legal business partners.

## XII. PRICE ("Monthly Investment")

- A. **Monthly Investment.** The Monthly Investment for services described herein according to Town of Arlington and Interstate's terms, conditions and specifications will be \$33,475.00 per month, plus applicable sales tax. If the Client is sales tax exempt, proof of exemption must be provided prior to the start of the contract.
  - I. **Proof of Exemption.** A tax-exempt certificate must be submitted at the effective date of the Agreement. Should tax exempt paperwork arrive delayed and after Interstate has paid taxes on behalf of the Client, the Client will remain responsible for the expenses.
  - II. **Background Checks.** Any costs incurred by Interstate, above standard background checks<sup>1</sup>, will be billed back to the Client. Any clearance policies enforced by the customer will be billed back to the Client at an additional cost.
  - III. **Monthly and Annual Cost.** It is recognized that business days fluctuate each month for the duration of a year. As a result, our pricing is broken down from an annual rate to an equal, fixed monthly rate. The monthly rate will not increase or decrease based on business days per month, holidays, closings, shut-downs, short-term reduced occupancies, etc.
  - IV. **Holidays.** Interstate's pricing observes the following holidays as non-working days: New Year's Day, Memorial Day, The Fourth of July, Labor Day, Thanksgiving, and Christmas. If cleaning is needed on these holidays and requested by the Client, services for holiday cleaning will be billed back to the Client as an additional charge.
  - V. **School Program.** This School Janitorial Program is priced as a twelve-month program. During the summer months (July-August) the monthly rate is billed at the same cost regardless of building occupancy.

- B. **Additional Services Pricing.** Please see Section XIII for details on Additional Services.

- C. **Cleaning Time and Frequency.** All services will be performed on a five-day per week basis, between 3:00-11:00 P.M. Monday through Friday unless otherwise agreed to by Client and Interstate, or if the building is closed.

---

<sup>1</sup> Standard background checks include: First Advantage seven (7) year national background check.

### **XIII. ADDITIONAL SERVICES**

Unless otherwise stated under Section XII, products and services that are available to be added to the Client's Janitorial Program listed in Exhibit 1 and as requested include but are not limited to:

- A. Consumable Supplies.** The Monthly Investment stipulated does not include Consumable Supplies such as paper products, hand soap, trash liners, urinal screens, etc. These items can be supplied by Interstate upon request at an additional cost and billed back to Client.
- B. Emergency Services.** 24/7 Emergency Services are available upon request at an additional cost and billed back to the Client (minimum \$250.00 per occurrence, plus tax).
- C. Window Cleaning.** The Monthly Investment stipulated does not include a contracted Window Cleaning Program (interior and exterior). This service can be supplied by Interstate upon request at an additional cost and billed back to the Client.
- D. Appliance Cleaning.** The Monthly Investment stipulated includes wiping clean the outside surface areas of refrigerators, microwaves, and other appliances. Cleaning the inside of appliances can be provided by Interstate upon request at an additional cost and billed to the Client. Client should note, Interstate is not responsible for removing and replacing any items placed inside the refrigerator. If Client wants the refrigerator items removed and replaced, this must be noted on the additional services request. Removing and replacing items will increase the service cost.
- E. Floor Care.** Specialty Floor Care Services—except for sweeping, mopping, and vacuuming—as described in Exhibit 1 can be provided by Interstate at an additional cost and billed to the Client. This includes spot cleaning carpet stains more than six inches in diameter or length and frequent spot cleaning carpets (minimum \$250.00 per occurrence, plus tax).

### **XIV. SEVERABILITY**

If any court of competent jurisdiction holds that one or more provisions of this Agreement is invalid, unenforceable, or void, then that ruling will not affect any other provisions of this Agreement, and all other provisions will remain in full force and effect.

### **XV. JURISDICTION AND VENUE**

The validity of this Agreement, the construction and enforcement of its terms, and the interpretation of the rights and duties of the Parties will be governed by the laws of the Commonwealth of Pennsylvania, in the United States. If any dispute or controversy arising out of, relating to, or in any way connected with this Agreement will be the subject of any court action at law or in equity, such action will be filed exclusively in the courts of the Commonwealth of Pennsylvania. The Parties agree not to commence any action, suit or other proceeding arising from, relating to, or in connection with this Agreement except in such a court and each party irrevocably and unconditionally consents and submits to the personal and exclusive jurisdiction of such court for the purposes of litigating any such action, and hereby grants jurisdiction to such court and to any appellate courts having jurisdiction over appeals from such courts or review of such proceedings.

### **XVI. ENTIRE AGREEMENT**

The Agreement, complete with the attached Exhibit(s), expresses the totality of the terms of the agreement between the parties. Any verbal representation shall have no force or effect whatsoever. The Agreement shall supersede and replace any and all prior agreements between the parties with respect to the subject matter covered by the Agreement. The parties each represent that no promises, representations, or inducements have been made by the other party with respect to the subject matter of the Agreement, except as specifically set forth herein. The Agreement may not be changed, altered, modified, or amended except by an Agreement in writing signed by both parties.

Client Initial \_\_\_\_\_

It is hereby acknowledged the complete terms, conditions and specifications of this Agreement have been reviewed and accepted on behalf of TOWN OF ARLINGTON.

Cleaning Program: **\$33,475.00 per month, plus applicable tax\***

Services Starting Date: \_\_\_\_\_

Authorized Printed Name

Authorized Printed Name

Authorized Signature (Client)

Authorized Signature (Interstate)

Title

Title

Date

Date

Accepted by Client:

Accepted by Interstate:

**Town of Arlington**  
730 Massachusetts Avenue  
Arlington, MA 02476

RE: Bid No. 21-26; Cleaning for Ottoson Middle  
School, Arlington High School

**Interstate Corporation**  
508 Prudential Road  
Suite 100  
Horsham, PA 19044

\* Does not include additional/optional services. See Sections XII and XIII.

# SERVICE SPECIFICATIONS

## 15. SPECIFICATIONS FOR CLEANING SERVICES

### a. CLEANING STANDARDS OF WORKMANSHIP

- i. Floor sweeping: A satisfactory or acceptably swept floor will not have dust streaks, marks, dirt in corners, below radiators, behind doors or under furniture. Furniture or other equipment moved during sweeping will be replaced. Wall bases, equipment, doors and furniture will not be disfigured by sweeping mop or broom. After sweeping, the room will appear orderly and well attended. Sweeping may be accomplished and dirt removed by use of a vacuum cleaner, sweeping with a brush or broom, or by use of a dry or treated sweeping mop of the proper design.
- ii. Damp Mopping: A satisfactory or acceptably damp mopped floor presents a clean appearance and should be free from streaks, smears, dirt, residue, and water. Damp mopping is accomplished by use of cotton mops, detergent solution and clean water.
- iii. Scrubbing: A satisfactory or acceptably scrubbed floor is a floor without embedded dirt, cleaning solution, film, stains, marks or water.
- iv. Polish or Wax Removal: Satisfactory or acceptable polish or wax removal is accomplished when surfaces, including wall bases, have all polish or wax removed and the surface has been rinsed with clean water, and it is clean, uniform in appearance and free of streaks, spots and standing water.
- v. Polishing or waxing: A satisfactory or acceptably polished or waxed floor has a thin, even coating. Floor will be clean and bright in corners and under furniture as well as in all other areas. No wax or polish stain will be applied or allowed to remain on wall bases.
- vi. Buffing: All waxed areas will be buffed sufficiently for maximum gloss and uniform sheen leaving no soiling or heavy marks in order for the buffing to be satisfactory or acceptable.
- vii. Dusting: A satisfactory or acceptably dusted surface is free of all dust, dust streaks, lint, cobwebs, dirt, oil streaks, or stains from contact with oily dusters. The dust must be removed, not scattered around the room.
- viii. Plumbing fixtures and Toilet Rooms: Acceptably cleaned toilet room fixtures and rooms have no objectionable odors. Toilet bowls; washbowls and urinals will be clean and bright without soap film. There will be no markings on walls or fixtures. Floor, wainscoting and partitions will be clean and bright. All metal fixtures and

other hardware and adjacent surfaces will be clean and bright. Mirrors will be clean.

- ix. Glass Cleaning: Glass is satisfactorily or acceptably cleaned when the glass surface is without streaks, film, deposits, or stains, and it has a uniformly bright appearance with all adjacent surfaces wiped clean and dry.
- x. Metal cleaning: Metal is acceptably and satisfactorily cleaned when all surfaces are without deposits or tarnish, and it has a uniformly bright appearance with all adjacent surfaces wiped free of cleaner.
- xi. Spot Cleaning: A surface adequately and acceptably spot cleaned has been substantially cleaned of recent or new dirty hand prints, coffee stains, or other.
- xii. Bathroom Wall Washing: Bathroom ceramic and hard finish wall washing, to be acceptably accomplished, must be bright and clean, including joints in tile, and must be free of film, streaks, deposits and soiling.
- xiii. Light Fixture Cleaning: Light fixtures are acceptably and satisfactorily cleaned when all components including bulbs, shades, grilles, and tubes are free of dust, insects, dirt, lint, film and streaks. All articles removed for cleaning must be replaced immediately.
- xiv. Vacuuming Rugs: Vacuum cleaning of rugs or carpets is acceptable and satisfactory when the surface is free of dirt, dust, stains, spots, or other deposits. When spots or stains appear, they will be removed from the rugs by the dry cleaning or dry suds method, or other approved methods, without causing damage to the carpet or rug.

## **16. Scope of Services - Cleaning Specifications for Ottoson Middle School and Arlington High School**

### **a. Overview**

- i. All areas are to be cleaned on a second shift (3:00pm-11pm) schedule.
- ii. Arlington High School
  - 1. July 2021 – February 2022: "B" Building, "F" Building.
  - 2. February 2022 – Jun 2022: New Construction building phase 1, "F" Building.
- iii. Ottoson Middle School
- iv. Areas to be cleaned:
  - 1. All Stairs and Entryways
  - 2. Classrooms
  - 3. Offices
  - 4. Rest Rooms
- v. Summer Schedule\*:  
The number of weekly hours that are bid by the contractor will not change during the summer. During the summer, tasks included in the cleaning specifications will be altered during the summer to accommodate the department's cleaning needs, for example moving furniture, stripping and waxing floors, etc. The cleaning times will be changed during the summer to 7:00am-4:00pm.

\* See Arlington Public School Calendar

**b. General Cleaning Expectations:**

**i. REST ROOMS**

1. Dispensers: All dispensers shall be filled when required; stock to be provided by the Arlington Public Schools. Dispensers shall be free of dust and soil.
2. Fixtures and Hardware: Shall be free of dust and soil. Brightwork shall be visibly and uniformly clean and polished to a streak-free shine.
3. Sinks: Shall be free of soil, dust and soap residue, and mineral deposits
4. Mirrors: Shall be free of dust and soil. Mirrors and surrounding framework where applicable shall be streak-free and uniformly clean.
5. Toilets and Urinals: Toilets, toilet seats and urinals shall be free of dust, bacteria, soil, organic matter, cleaner residue and mineral deposits. These fixtures shall appear visibly and uniformly clean.
6. Partitions: Shall be free of dust, soil, graffiti, and organic matter. Partitions shall appear visibly and uniformly clean.
7. Waste Containers: Contents shall be removed from waste containers and can liners replaced. Inside and outside of container shall be disinfected. Containers shall be visibly and uniformly clean with no offensive odor.
8. Walls and Doors: Shall be of free of dust, soil and graffiti. Ceramic walls, metal kick plates, handles and push plates on doors shall be polished and uniformly clean.
9. Floors and Cove Base: Shall be free of dust, dried soil, organic matter, gum, stains and debris. Floors will be cleaned with a disinfectant cleaner.
10. Air Vents: Shall be free of dust. They shall appear visibly and uniformly clean.
11. Windows and Window Sills: Glass shall be free of soil, fingerprints and tape. This also applies to framework and sills. They shall appear visibly and uniformly clean.
12. Light Fixtures: Shall be free of dust and soil.

**REST ROOM CLEANING FREQUENCIES**

ASSIGNMENT	FREQUENCY	DAYS
Remove trash/Replace liners	1x-daily	Mon -Fri
Clean & disinfect toilets/urinals	1x-daily	Mon -Fri
Clean & disinfect sinks	1x-daily	Mon -Fri
Clean & polish mirrors	1x-daily	Mon -Fri
Clean & re-fill dispensers	As needed	
Sweep and mop wash floors	1x-daily	Mon -Fri
Clean and polish stainless steel receptacles	As needed	
Spot clean partitions	1x-daily	Mon -Fri
Clean all diffusers	Weekly	

**ii. STAIRS**

1. Stair Treads and Risers: Shall be free of dust, dirt, debris, gum, and stains. Stair treads and risers shall appear visibly and uniformly clean.
2. Railings: Shall be free of dust and dirt. Railings shall be washed with a disinfectant cleaner and be free of all chemical residue.
3. Stair Landings: Shall be free of dust, dirt, debris, gum, and stains. Walls and Doors: Shall be of free of dust, soil and graffiti. Walls, metal kick

plates, handles and push plates on doors shall be polished and uniformly clean.

4. Windows and Window Sills: Glass shall be free of soil, fingerprints and tape. This also applies to framework and sills. They shall appear visibly and uniformly clean.
5. Light Fixtures: Shall be free of dust and soil. Lights will be changed as needed with bulbs provided by the Arlington Public Schools.

#### **STAIRWELLS**

ASSIGNMENT	FREQUENCY	DAYS
Sweep all stairs	1x-daily	Mon-Fri
Wash Stairs	3x-week	M-W-F
Wipe rails and window sills	1x-week	Mon

#### **iii. CLASS ROOMS/OFFICE SPACE:**

1. Waste Containers: Contents shall be removed from waste containers and can liners replaced. Inside and outside of container shall be disinfected. Containers shall be visibly and uniformly clean with no offensive odor.
2. Walls and Doors: Shall be of free of dust, soil and graffiti. Walls, metal kick plates, handles and push plates on doors shall be polished and uniformly clean.
3. Floors and Cove Base: Shall be free of dust, dried soil, organic matter, gum, stains and debris.
4. Desks, Tables, Chairs, Counters and other Horizontal Surfaces: Shall be free of dirt and graffiti without causing damage to surfaces. Surfaces shall appear visibly and uniformly clean.
5. Windows and Window Sills: Glass shall be free of soil, fingerprints and tape. This also applies to framework and sills. They shall appear visibly and uniformly clean.
6. Light Fixtures: Shall be free of dust and soil.

#### **CLASS ROOMS/OFFICE SPACE**

ASSIGNMENT	FREQUENCY	DAYS
Remove trash/replace liners	1x-daily	Mon-Fri
Pick up all visible paper/refuse	1x-daily	Mon-Fri
Vacuum	1x-daily	Mon-Fri
Sweep	1x-daily	Mon-Fri
Dust	1x-weekly	Fri
Spot clean doors/walls	1x-weekly	Fri

**CLEANING SERVICES, OTTOSON MIDDLE SCHOOL**

**YEAR #1 – (7/1/21 – 6/30/22)**

FACILITY	PerMonth	Yearly
OttosonMiddle School		
A. Per Month	<u>\$12,553.00</u>	x12
		= <u>\$150,636.00</u>

**OPTION YEAR #2 – (7/1/22 – 6/30/23)**

FACILITY	PerMonth	Yearly
OttosonMiddle School		
A. Per Month	<u>\$12,804.06</u>	x12
		= <u>\$153,648.72</u>

**OPTION YEAR #3 – (7/1/23 – 6/30/24)**

FACILITY	PerMonth	Yearly
OttosonMiddle School		
A. Per Month	<u>\$13,060.14</u>	x12
		= <u>\$156,721.69</u>

**CLEANING SERVICES, Arlington High School Bldg. "F", Arlington High School Bldg. "B" 2nd floor,  
Arlington High School Bldg. "B" partial 4th floor**

**YEAR #1 – (7/1/21 – 6/30/22)**

FACILITY	Per Month	Yearly
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Arlington High School

A. Per Month	<u>\$20,922.00</u>	x 12	= <u>\$251,064.00</u>
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**OPTION YEAR #2 – (7/1/22 – 6/30/23)**

FACILITY	Per Month	Yearly
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Arlington High School

A. Per Month	<u>\$21,340.44</u>	x 12	= <u>\$256,085.28</u>
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**OPTION YEAR #3 – (7/1/23 – 6/30/24)**

FACILITY	Per Month	Yearly
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Arlington High School

A. Per Month	<u>\$21,767.25</u>	x 12	= <u>\$261,206.99</u>
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## References

1.	<u>Gary Hicks-The Home Depot</u> (Contact Name)	<u>570-212-0081</u> (Phone number where contact is easily reached)	<u>Norwood, MA</u> <u>Westfield, MA</u> (Location)
2.	<u>Nick Wheeler-Wayfair, LLC</u> (Contact Name)	<u>843-227-8620</u> (Phone number where contact is easily reached)	<u>Norton, MA</u> (Location)
3.	<u>Brandon Lewis, Colliers International</u> (Contact Name)	<u>804-432-3882</u> (Phone number where contact is easily reached)	<u>Norton, MA</u> (Location)

## Bidder Information

Name of company:

Interstate Corporation

Signed:



Robert Weller, CEO

Print Name and Title:

Address:

508 Prudential Road, Suite 100

Horsham, PA 19044

Telephone Number:

215-675-8500

Date:

05/17/2021

## CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.



**(Signature of individual submitting bid or proposal)**

Robert Weller

**(Name of individual submitting bid or proposal)**

Interstate Corporation

**Name of Business**

5/17/2021

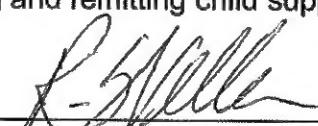
**Date**

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Pursuant to M.G.L. Chapter 62C, Section 49A, I certify under the penalties of perjury that I have complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

061831307

Social Security Number or  
Federal Identification Number



R. Weller  
Signature of Individual or Responsible  
Corporate Officer and Title

**NON-COLLUSION FORMS  
MUST BE SIGNED AND  
SUBMITTED WITH BID**